MEMORANDUM FOR: Dick / Shirley

Please get Jane, Mack, Shirley, Lynn and discuss how to keep track of action items from ER.

Fred

done 2 Nov

Date 2 Nov

FORM 101 USE PREVIOUS

Declassified in Part - Sanitized Copy Approved for Release 2012/05/04 : CIA-RDP93T01132R000100020003-9

2 November 1982

NOTE FOR ALL NIC SECRETARIES

SUBJECT: Correspondence to the DCI

We have gotten several complaints in the last two days from Executive Secretariat regarding correspondence we send to the DCI resulting from requests that he has levied on us. If the action item comes down through the system (ER to our registry) and is not handcarried directly to the NIO (usually by [redacted]), it is normally given a suspense date which shows up on the blue routing sheet at the bottom. If it is an action item and there is no suspense date written in, Executive Secretariat automatically gives us 5 working days to have the item completed. If the action items go past the suspense date given them, the next morning I can expect to see [redacted] [redacted] hovering around my desk with one or more pieces of paper in his hand. I then have to track it down. In the future please do several things for me to help alleviate the problem: 1) Any time you see a memo with a blue routing sheet on it (or a xerox of one), check to see who has the action and what the suspense date is. If necessary, make a xerox of it and stick it in your calendar to remind

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you of the deadline; 2) Also, if you see [redacted] go into your boss's STAT office with a piece of paper, find out what he gave him. (These types of action requests give us the most problem; only three people know they exist -- Joe, your boss, and Exec. Sec.; 3) Make sure that the original piece of correspondence which initiated the action is attached to the left-hand side of the brown folder going forward to the DCI. (We've had several items that were completed by the deadline, but Executive Secretariat wasn't aware of it because the reference material wasn't included in the package; 4) If your boss tells you he talked to the Director about the action and no piece or paper was necessary, let [redacted] <u>and</u> Linda or I STAT know; 5) Make sure that all of these actions are routed through C/NIC <u>and</u> VC/NIC before they go to the DCI. (If you have a real "hot" one that has to get there right away or it's after hours, make sure we get our drop copies simultaneously with the DCI.); 6) If you're told to "handcarry" something to the DCI's office, stop by [redacted] office and give him a copy STAT of the document. If it bypasses his office, he has to assume that it hasn't been completed. Also make sure that C/NIC and VC/NIC get their copies right away. A note saying the package was handcarried to the DCI would be helpful.

One last item -- it would certainly make items going to the DCI move a lot faster if everyone used the <u>standard</u> format for sending correspondence to the DCI & DDCI; this means that the correspondence in placed in a manila folder with a pink routing sheet on the outside showing the appropriate routing (including VC/NIC and C/NIC); the copy of our response to the DCI is placed on the right-hand side of the folder along with the other internal copies; and the reference document(s) is attached on the left-hand side of the folder. When Linda and I see those manila folders with the pink routing sheets, it calls to our attention the fact that these are items that need to go up to the DCI or DDCI, and we try to make sure that these packages are put in the top of C/NIC & VC/NIC's "in" boxes. That way they don't get lost in the rubble.

We're trying to bring our registry in on this problem by asking that any action item sent down to us from ER gets properly logged and routed through the front office <u>first</u>. That way we may be better able to keep a handle on who's been tagged with the action.

Lynn

cc: EXO/NIC
VC/NIC

5 November 1982

NOTE FOR ALL NIC SECRETARIES

SUBJECT: Addendum to Note Re Correspondence to DCI

1. Jane & Mark in the registry have been alerted to the problems we have been having with action items. They have agreed to start handling all NIC actions the same way they do DDI actions. In the future, all action items coming down from the DCI/DDCI's office will be routed through C/NIC & VC/NIC before being sent to the appropriate NIO for completion. By doing that, we can better keep track of who's responsible for what & when it's due.

2. Jane & Mark also asked that we do a few things for them to make their job easier. 1) If an action (or any other paper) requires more than one response (one now -- one later as a followup to more questions/queries), please use the same NIC number that was used on the original correspondence but make the number "NIC _____/1" or /2 or /3, etc. That way one NIC number will control all of the correspondence prepared on that particular subject. Also, if the package is not a priority or does not need to be handcarried, if you'll give it to the Registry before routing it through C/NIC & VC/NIC, they will put a new ticket on it indicating it is a response to an action (which will make it easier for the front office to keep track of the status of our actions). In addition, if you have something that needs to be hand-carried right away, tell Mark of Jane and they'll see that it gets to ER right away and that it's brought to someone's attention that the package is a priority, EYES ONLY, or whatever.

3. Give these new procedures a few days to settle in. If you find that something in the new process isn't working right, let us know. We'll see whatwe can do to fix it. Thanks.

Lynn & Linda